

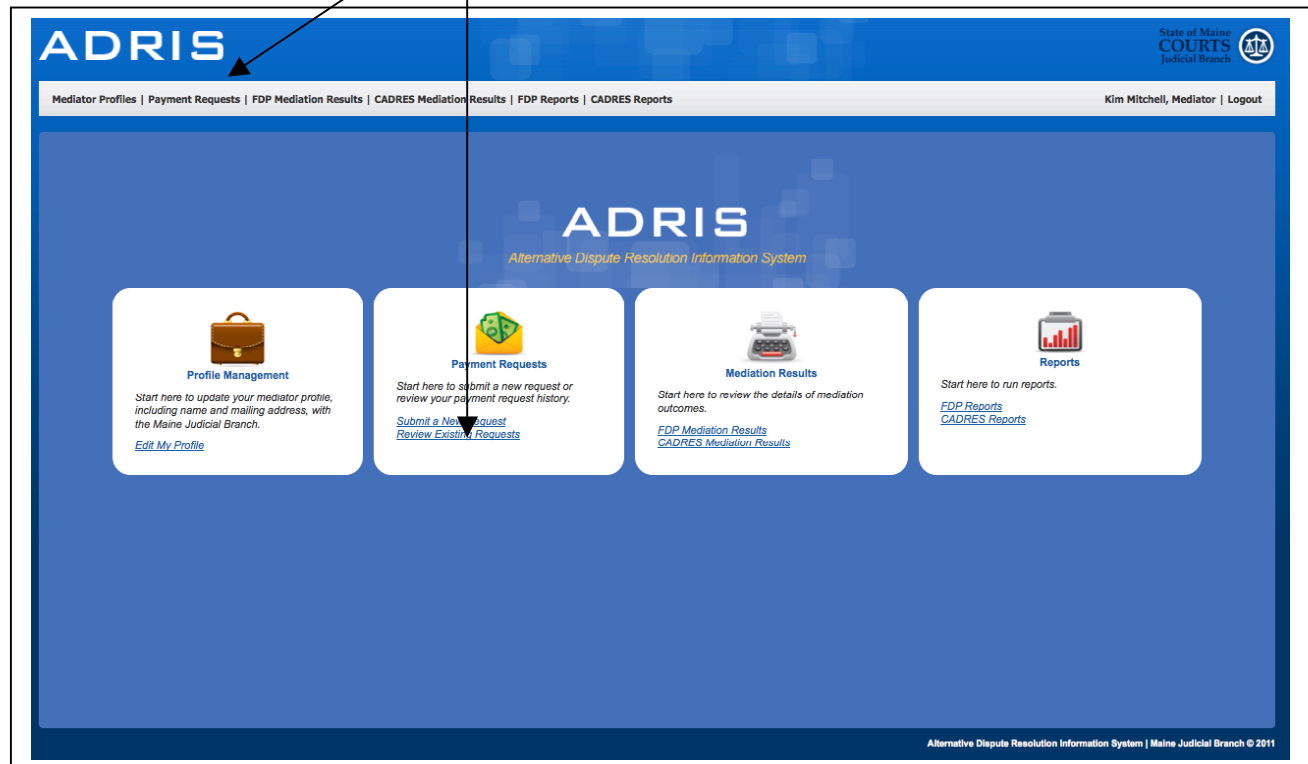
## ADRS FAQs

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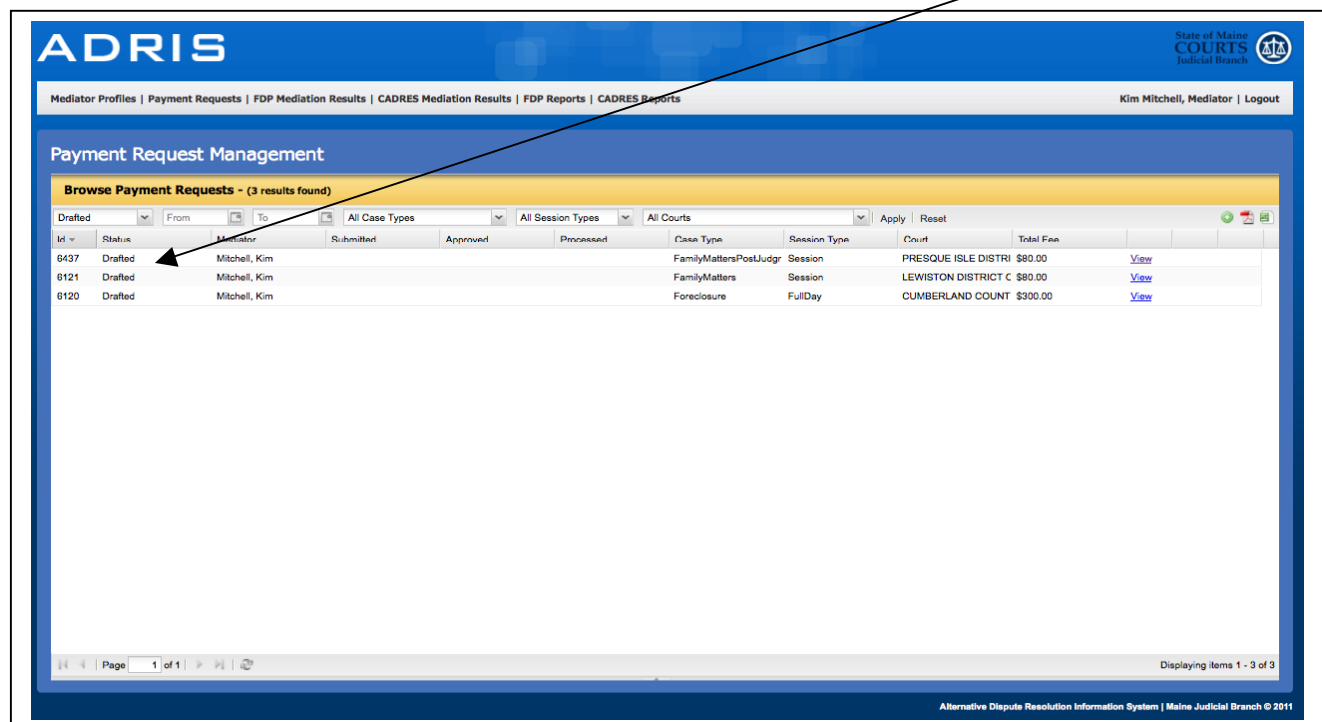
## 1. How do I find the payment request that I just entered?

To find a payment request that you have “drafted” (started, but not submitted) in order to complete and submit it:

Click on the Payment Requests link at the top of the home screen, or the “Review Existing Requests” link in the Payment Requests box.



You will be brought to the Payment Request Management Screen. The default setting for this screen is set to display any requests that are in “drafted” status.



To access and edit a request that is in “drafted” status, click in the “view” link located to the right of the request that you would like to edit:

**ADRS** State of Maine COURTS Judicial Branch

Mediator Profiles | Payment Requests | FDP Mediation Results | CADRES Mediation Results | FDP Reports | CADRES Reports Kim Mitchell, Mediator | Logout

### Payment Request Management

**Browse Payment Requests - (3 results found)**

Id	Status	Mediator	Submitted	Approved	Processed	Case Type	Session Type	Court	Total Fee	
6437	Drafted	Mitchell, Kim				FamilyMattersPostJudg	Session	PRESQUE ISLE DISTRI	\$80.00	<a href="#">View</a>
6121	Drafted	Mitchell, Kim				FamilyMatters	Session	LEWISTON DISTRICT C	\$80.00	<a href="#">View</a>
6120	Drafted	Mitchell, Kim				Foreclosure	FullDay	CUMBERLAND COUNT	\$300.00	<a href="#">View</a>

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Alternative Dispute Resolution Information System | Maine Judicial Branch © 2011

You will be brought to the “edit payment request screen”. From here you can enter any remaining information and submit the request.

You can click on the tabs located within the yellow bar, or click on the “save and proceed to next step” button to access the appropriate area.

**ADRS** State of Maine COURTS Judicial Branch

Mediator Profiles | Payment Requests | FDP Mediation Results | CADRES Mediation Results | FDP Reports | CADRES Reports Kim Mitchell, Mediator | Logout

### Payment Request Management

**Edit Payment Request > 6677 back to results**

**General** | Mediation | Expenses | Confirmation

Session Summary

Date of Mediation: 07/21/2011

Select case type for your payment voucher: Family Matters

Enter the session type: Session

Enter each docket number associated with this session:

[More Info](#)

**Cases Mediated**

Court Docket	Title	Court Location	Plaintiff	Defendant	
PORDCFM201100005	JEFFREY L TAYLOR VS VERONICA TAYLOR	PORTLAND DISTRICT COURT	TAYLOR	TAYLOR	<a href="#">Remove</a>

[Save and Proceed to Next Step](#)

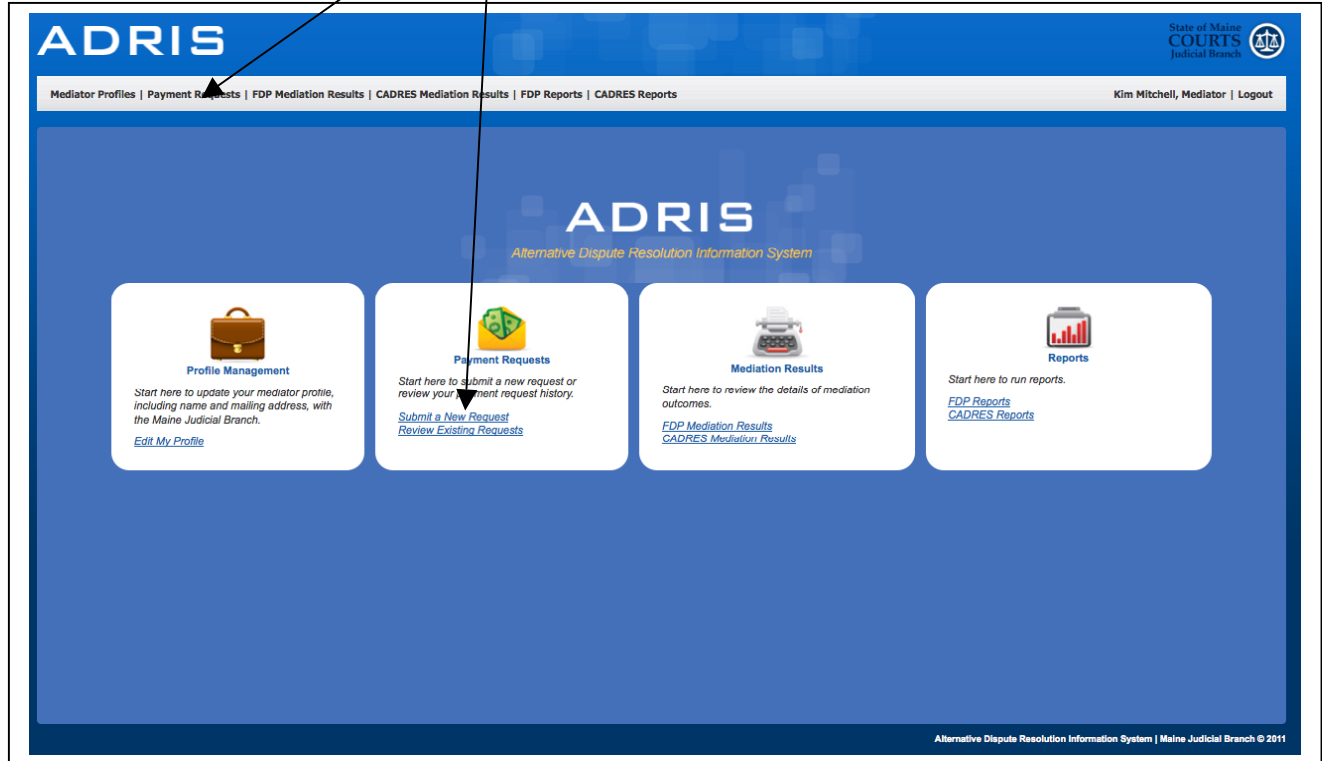
Unlocked (Drafted)

[Reset](#) [Print](#)

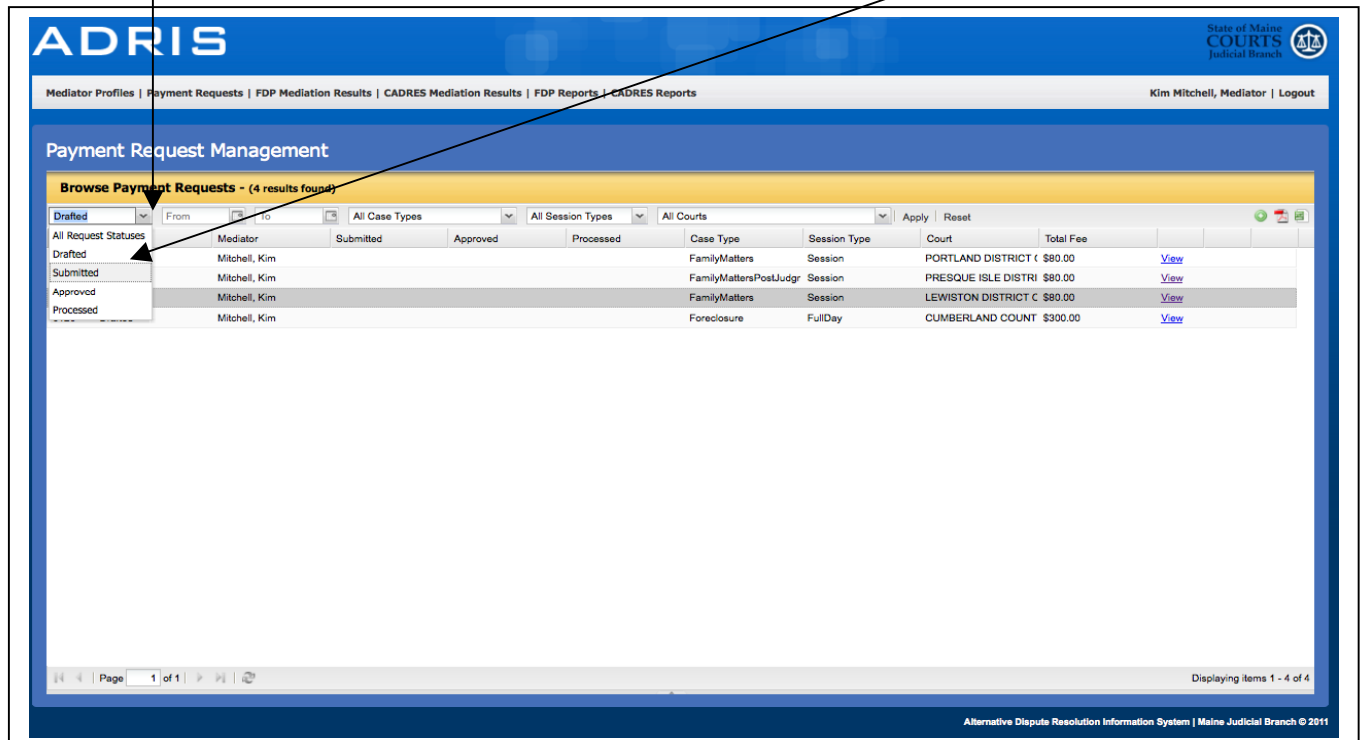
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To find a payment request that you have submitted for payment (to review it or just to make sure it was truly submitted):

Click on the Payment Requests link at the top of the home screen, or the “Review Existing Requests” link in the Payment Requests box.



You will be brought to the Payment Request Management Screen. Click on the down arrow in the status selection box. Next, click on “submitted”.



Enter an appropriate date range in the “From” and “To” boxes. You can click on the calendar icons to select the dates.

**ADRS** State of Maine COURTS Judicial Branch

Mediator Profiles | Payment Requests | FDP Mediation Results | CADRES Mediation Results | FDP Reports | CADRES Reports Kim Mitchell, Mediator | Logout

### Payment Request Management

**Browse Payment Requests (3 results found)**

Drafted From To All Case Types All Session Types All Courts Apply Reset

Id	Status	Mediator	Submitted	Approved	Processed	Case Type	Session Type	Court	Total Fee	
6437	Drafted	Mitchell, Kim				FamilyMattersPostJudg	Session	PRESQUE ISLE DISTRI	\$80.00	<a href="#">View</a>
6121	Drafted	Mitchell, Kim				FamilyMatters	Session	LEWISTON DISTRICT C	\$80.00	<a href="#">View</a>
6120	Drafted	Mitchell, Kim				Foreclosure	FullDay	CUMBERLAND COUNT	\$300.00	<a href="#">View</a>

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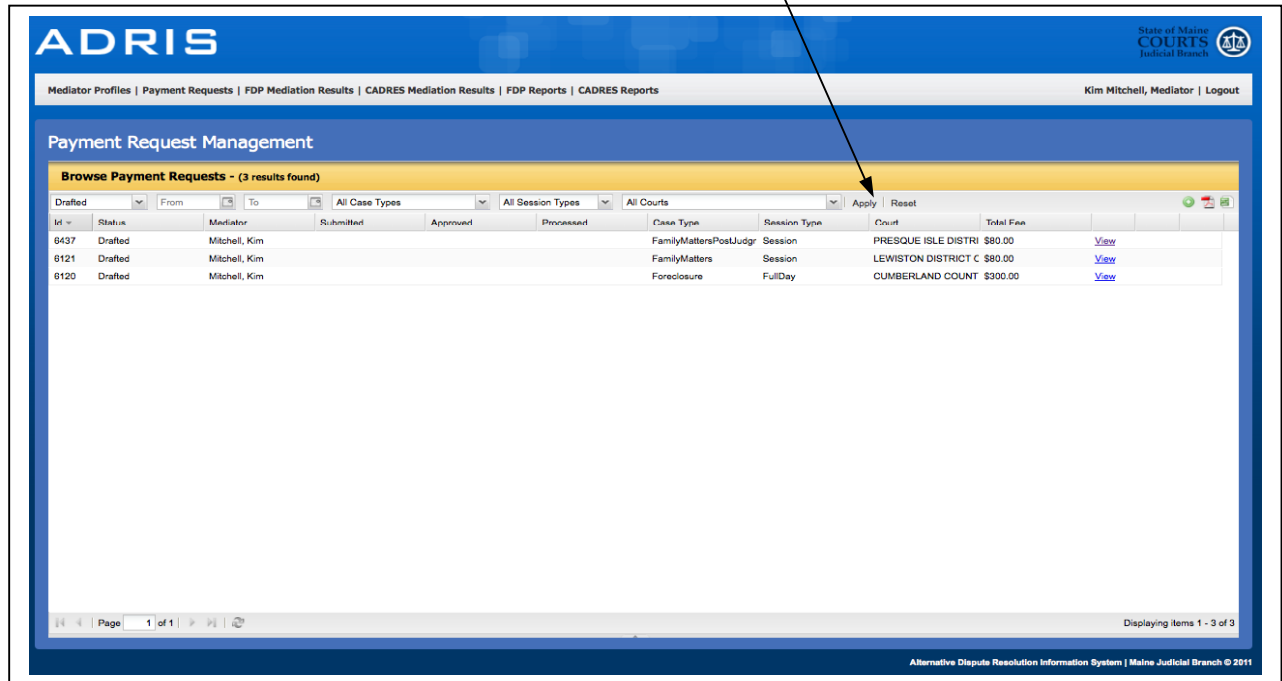
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Click on “Apply”. See FAQ 2 if you can not find the “apply” button. Any payment requests that have a status of “submitted” for the date range selected will be displayed.

**Hint:** if the payment request(s) you are looking for is not displayed, it may have a different status; for example, it may have already been “approved”. Try selecting “All Request Statuses” for the date range entered, and then click apply again.

## 2. Where is the “apply” button on the Payment Request Management Screen (to review my payment requests)?

The apply button is located to the right of the “filter” boxes.

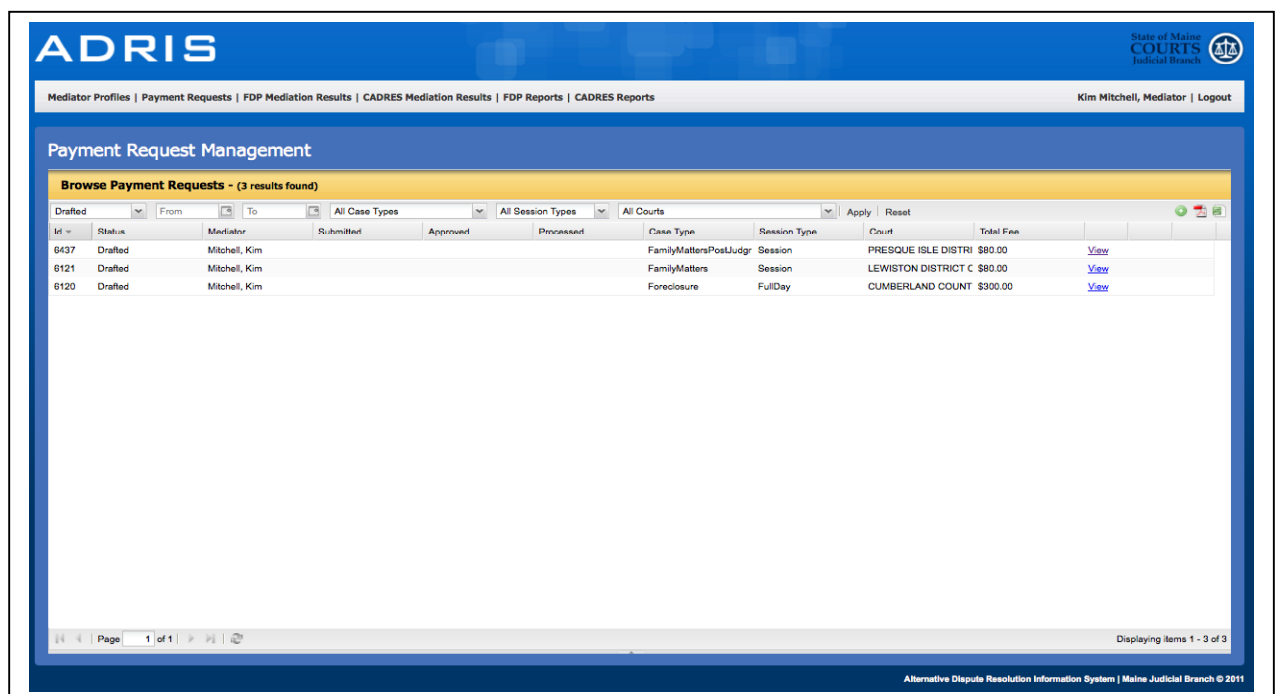


If you cannot see it on your screen, you may need to enlarge your window to “full size”, or you can try zooming out, or a combination of the two.

If you are using Internet Explorer 9 and are experiencing problems, we recommend downloading the free Firefox web browser and using that instead.

## 3. How do I get back to the initial or home screen?

Click on the “ADRS” logo in the top left corner of any screen to return to the home page.



#### 4. Why can't I switch back and forth between docket numbers on a payment request, like the users guide says that I can?

You need to enter all of the required mediation details for each docket number before ADRIS will allow you to switch between docket numbers on a payment request.

#### 5. I don't have the "add a leg" button for mileage on the Expenses tab. How do I add my mileage?

The "add a leg" button on the expenses tab does not show up when using Internet Explorer 9. Download and install the free Firefox web browser and the problem should be solved.

Payment Request Management

Edit Payment Request > 6121 [back to results](#)

General Mediation **Expenses** Confirmation

Mileage Expenses

To	From	Mileage
Click 'Leg' button to add details for each leg.		

[Add leg](#) [Remove leg](#) Total: \$0.00

Other Expenses

Description	Amount
Click 'Add Item' button to add individual reimbursable expenses. Add each expense. Parking, tolls, etc.	

[Add item](#) [Remove item](#)

Receipts

Eligible reimbursements for \$5.00 or more require a receipt. Please scan your receipts and upload them here.

Upload:

If unable to scan, please collect your receipts and submit them for reimbursement on a quarterly basis to the Administrative Office of the Courts.

Mailing Address: Maine AOC PO BOX 4820 Portland ME 04112-4820

[Save and Proceed to Next Step](#)

Unlocked (Drafted)

[Reset](#) [Print](#)

## 6. I entered the wrong session type. How do I correct it?

Navigate back to the “General” tab by clicking on it and change the session type to the correct one.

Payment Request Management

Edit Payment Request > 6121 [back to results](#)

General Mediation Expenses Confirmation

Session Summary

Date of Mediation: 07/20/2011

Enter the session type: Session

Select case type for your payment voucher: Family Matters

Enter each docket number associated with this session:

[More Info](#)

Cases Mediated

Court Docket	Title	Court Location	Plaintiff	Defendant
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Once you have made your correction, either click on the “save and proceed to next step” button or any of the other tabs to proceed.

## 7. I entered the wrong case type. How do I correct it?

If you haven't entered the session type yet, you can click on the down arrow next to case type and make the correction.

Payment Request Management

Submit New Payment Request [back to results](#)

General

Session Summary

Date of Mediation: 08/15/2011

Enter the session type: Session

Select case type for your payment voucher: Family Matters

Enter each docket number associated with this session:

[More Info](#)

Cases Mediated

Court Docket	Title	Court Location	Plaintiff	Defendant
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If you have entered the session type, docket number(s), or navigated from the “General” tab (proceeded to the next step), you must remove the docket number(s) from the current payment request and start a new one. ***There is no way to change the case type once you have entered the session type or navigated from the “General” tab.***

If you try to start another payment request before removing the docket number(s) first, you will get a message stating that you already have submitted a payment request for that docket number. ADRIS will not allow you to start multiple payment requests for a mediation session.



## **8. How do I delete a payment request that was submitted but has the incorrect docket number (has a status of “submitted”, not “drafted”)?**

A payment request currently can't be deleted. If you need to make a correction on a request that has already been submitted (or “locked”), contact an AOC administrator to set it back to “drafted” (or “unlocked”).

For a payment request with just one docket number (e.g. Family Matter), you will need to remove the docket number and then abandon the payment request, leaving it in “drafted” status indefinitely. Start a new payment request using the correct docket number.

For a payment request with multiple docket numbers (e.g. small claims or foreclosure full day) you will then need to remove the incorrect docket number from the payment request and enter the correct one.

## **9. How do I expand the screen size so I can see everything?**

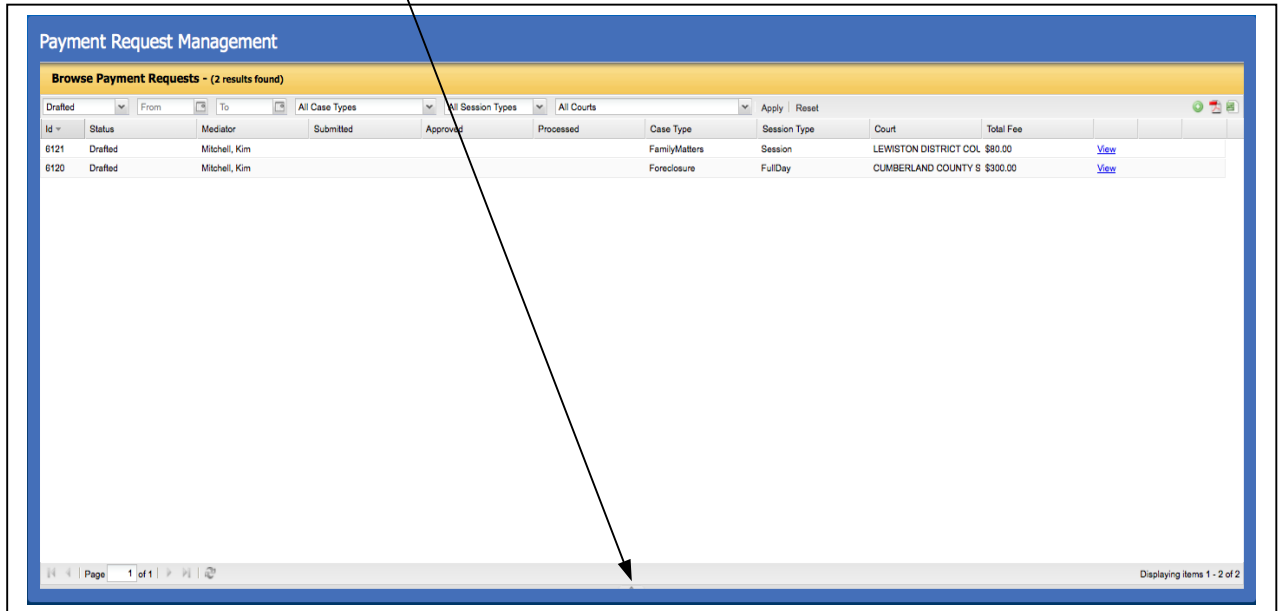
This varies depending on your computer type (PC or Mac), operating system (Windows XP, Windows 7, Mac OS X, etc.), and web browser (Internet Explorer, Safari, etc.). However, usually you will have a button that will maximize or enlarge the window, or you can “grab” a corner of the window and drag it to make it larger.

Start with expanding the window, then try zooming out (by selecting “view” on the browser toolbar and then “zoom out”). If you are still unable to see everything, you may want to try adjusting the screen resolution for your screen/monitor.

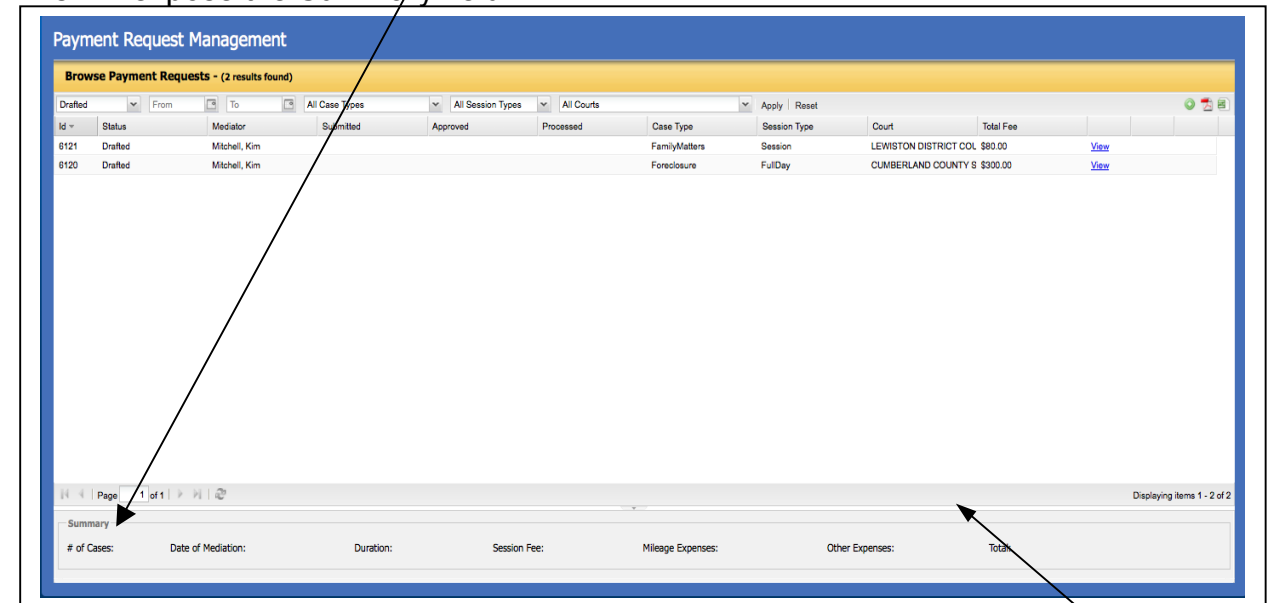
## 10. Where can I see a summary of the information that I entered on a payment request?

A summary of a payment request can be viewed in the summary field that exists at the bottom of the Payment Request Management screen. To display the field:

Click on the very small arrow located toward the bottom of the screen (your cursor will likely change to a hand when you point to the arrow)



This will expose the Summary field.



To enlarge this field to see even more information, place your cursor on the white line just above the field (your cursor will change to an = with an arrow pointing up and one pointing down), then click and drag the line up.

To populate information in the summary field, click on the payment ID number of the payment you would like to review.

Payment Request Management

Browse Payment Requests - (2 results found)

All Request Status: From: To: All Case Types: All Session Types: All Courts: Apply Reset

Id	Status	Mediator	Submitted	Approved	Processed	Case Type	Session Type	Court	Total Fee	
3652	Processed	Mitchell, Kimberly	Jul 28, 2011	Aug 01, 2011	Aug 02, 2011	Foreclosure	HalfDay	AUGUSTA DISTRICT CC	\$206.39	<a href="#">View</a>
3657	Drafted	Mitchell, Kimberly				FamilyMatters	NoShow	AUGUSTA DISTRICT CC	\$50.00	<a href="#">View</a>

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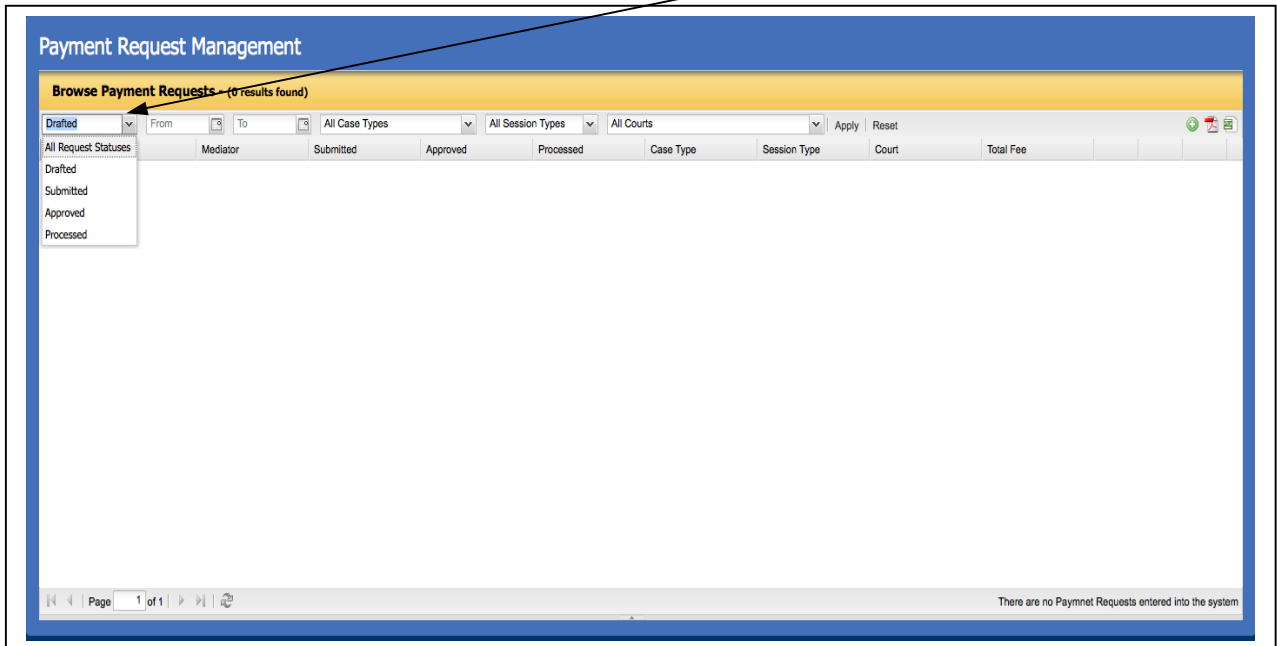
Summary

# of Cases:	2	Date of Mediation:	7/7/2011	Duration:	Session Fee:	\$175.00	Mileage Expenses:	\$26.40	Other Expenses:	\$4.99	Total:	\$206.39
Case 1												
Docket #:	AUGSCRE200500002	Title:	YOU ME VS ME YOU						Duration:	90		
Case 2												
Docket #:	AUGDCRE200500006	Title:	BRUCE BRUCE VS GARY GARY						Duration:	90		

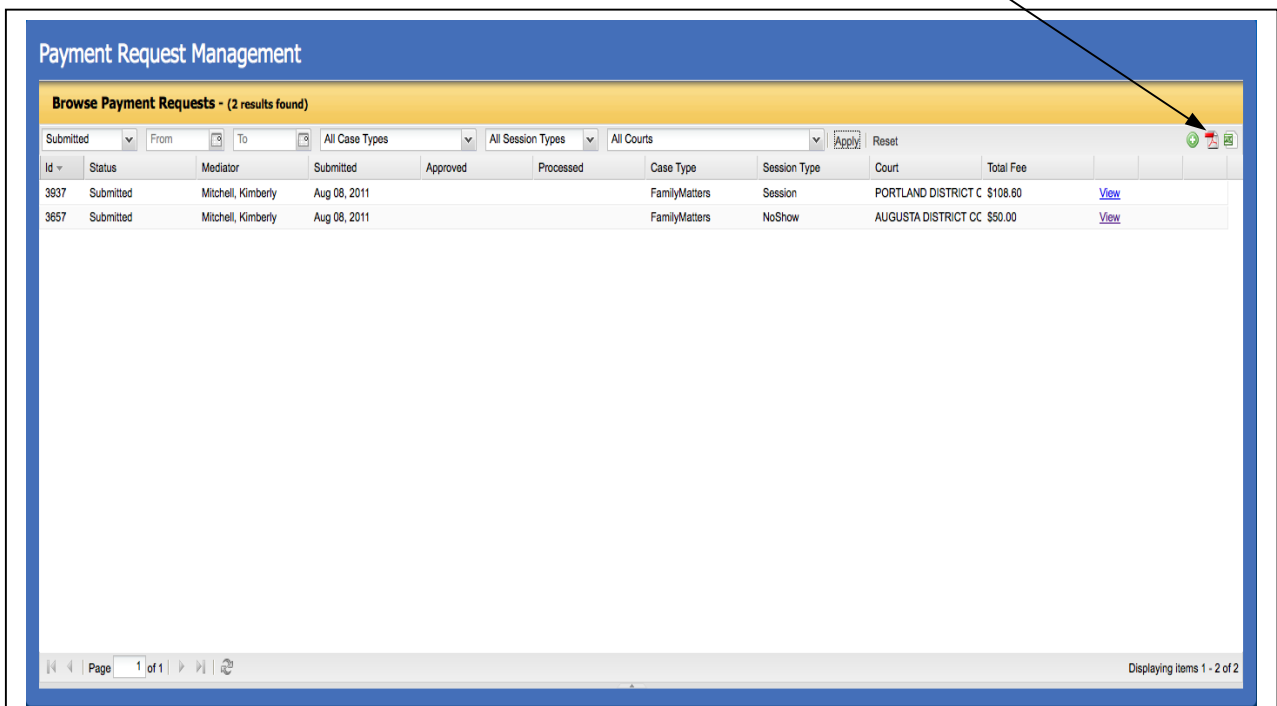
The summary information will populate for that specific request. Note: you may have to expand the field more to see all of the available information. To see the information for a different payment request, click on the ID number for that request.

## 11. Can I print a report of the payment requests that I have submitted?

Yes. First, go to the Payment Request Management screen and apply a search for the submitted requests (change the filter from “drafted” to “submitted” and click “apply”. You may also enter a date range if you prefer).



Once the data you are looking for is loaded, click on the red pdf icon located to the right of the search filter boxes.



This will download a report of the payment requests displayed on the screen. You can either choose to save the download or view and print it. The report will look similar to the one on the next page.

**Payment Requests Report**

<b>ID</b>	<b>Status</b>	<b>Mediator</b>	<b>Submitted</b>	<b>Approved</b>	<b>Processed</b>	<b>Case Type</b>	<b>Session Type</b>	<b>Court</b>	<b>Fees</b>	<b>Mileage</b>	<b>Other</b>	<b>Total</b>	
3657	Submitted	Mitchell, Kimberly	Aug 8, 2011			FamilyMatters	NoShow	AUGUSTA DISTRICT COURT	50.0	0.0	0.0	50.0	
3637	Submitted	Mitchell, Kimberly	Aug 8, 2011			FamilyMatters	Session	PORTLAND DISTRICT COURT	60.0	28.6	0.0	108.6	
									Total:	130.0	28.6	0.0	158.6